



## **NEWS RELEASE**

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Contact: Robin McCormick | [rmccormick@hampton.gov](mailto:rmccormick@hampton.gov) | 757-728-3276

22 Lincoln Street | Hampton, VA 23669

# **Residents give high marks to Hampton services**

An independent survey of Hampton's citizens shows that 90% are satisfied with their overall quality of life in Hampton.

The survey firm noted that municipalities typically look for 80% of residents to list themselves as satisfied with a city service. In Hampton, 19 of the 20 services rated hit that benchmark. In fact, more than 90% of residents listed themselves as satisfied with 11 of those services. Hampton residents were most satisfied with fire services, paramedic services, garbage collection, police services, curbside recycling, the 311 call center, public libraries, community centers, cultural & arts programs, youth sports and city parks.

In most cases, residents who reported using the service in the past year rated the city higher than those who were less familiar – in some cases, significantly higher. Those include: entertainment at Hampton Coliseum, parks, police, public libraries, adult recreation activities, 311 call center and curbside recycling.

Looking at characteristics of life in Hampton, 7 of 10 scored above the 80% benchmark. "An overwhelming 93.1% are satisfied with the courtesy of City employees, and 93.4% are satisfied with the overall work performance of City employees," noted the survey. Satisfaction with the information available on city services led that list, with 93.7% of residents satisfied. Three items – traffic flow and the condition of main roads and neighborhood streets – fell below 80%, as they have in past years. That is typical of localities nationally, said the survey firm, Continental Research in Norfolk.

"I'm not surprised that our city workers rated so highly, but I did think the ratings of some of the service areas might have fallen, given the amount of budget reductions in the past few years," said City Manager Mary Bunting. "It's a testament to our amazing staff that they have managed to keep such excellent standards."

The city has been conducting surveys since 1997 in order to measure worker performance and gauge which services need improvements or investments. In most cases, the mean rankings have remained high and show slight growth over the years.

To view survey results, visit [http://hampton.gov/media/pdf/2012\\_hampton\\_citizen\\_survey.pdf](http://hampton.gov/media/pdf/2012_hampton_citizen_survey.pdf).